



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Access One, Inc.**  
**for quarter ending December 31, 2009**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.30	4.30	4.20	4.27
B. Operator Answer Time - Information [730.510(a)(1)]	1.70	2.60	2.60	2.30
C. Repair Office Answer Time [730.510(b)(1)]	5.00	5.00	5.00	5.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	5.00	5.00	5.00	5.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	76.90% *	83.30% *	81.60% *	80.60% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.00	1.00	1.00	1.00
H. Percent Repeat Trouble Reports [730.545(c)]	4.60%	4.20%	2.60%	3.80%
I. Percent of Installation Trouble Reports [730.545(f)]	9.10%	5.90%	0.00%	5.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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